<u>Serial No. 10/784,898</u>                                           <u>PATENT/OFFICIAL</u>

### <u>Amendments of the Claims</u>

This listing of claims will replace all prior versions, and listings, of claims in the application:

### <u>Listing of Claims:</u>

Claims 1-20 (Cancelled).

21. (Previously Presented) A computer-implemented and user assisted method of providing integrated decision support to gather, maintain and update medical, pharmaceutical, demographic, psychographic, and health benefit information of members and to maintain and provide medical, pharmaceutical, and customer service information and advice using a computer system, a caller, and one or more operators, said method comprising the steps of:

(a) receiving by the one or more operators a communication from the caller, the one or more operators receiving information in the communication from the caller explaining the reason for the communication including a health related issue associated with at least one pharmaceutical that the caller is currently using;

(b) providing, by the computer system, the one or more operators with member profile information associated with the caller including health benefit plan information, prescription drug history, self-reported health information, **and recent history, including, when present, a list of allergies, prescriptions, and pre-existing health conditions associated with the caller;**

2

(c) providing, by the computer system, the one or more operators access to at least one database storing clinical information including clinical guidelines, clinical rules, clinical algorithms, clinical operating protocols, and clinical procedures to assist the one or more operators in identifying recommended forms of treatment, medications, and courses of action for the caller responsive to the communication;

(d) providing, prior to diagnosis by a physician with respect to the communication from the caller and the health related issue relating thereto, by the computer system, the one or more operators with pharmaceutical information including prescription drug side effects and complications that may be associated with particular drugs or combinations of drugs that the caller is currently using or which the one or more over-the-counter medications operators intend to recommend, and health benefit information including insurance company rules, member information, and benefit plan resources associated with the pharmaceutical information;

(e) providing, prior to the diagnosis by the physician, by the computer system, the member profile information including the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history, with the pharmaceutical information, the clinical rules, the clinical guidelines, and the clinical algorithms to assist the one or more operators in providing advice for the communication;

(f) generating, prior to the diagnosis by the physician, by the computer system, responsive to said providing steps (b), (c), (d) and (e) at least one of alerts and messages that are designed for the communication by caller, the messages including at least one of appropriate prescription drug use, medications the caller should avoid or use in moderation or

2

speak to a physician before using, suggested forms of treatment based on the caller's symptoms, prescription refill reminders, and prescription renewal reminders;

(g) generating, by the computer system, at least one of reports with respect to the health related issue and notices including information collected during the communication with the caller, combined with specific pharmacy information, for delivery to at least one of the physician of the caller, and the caller's health plan with respect to the health related issue;

(h) receiving by the at least one of the physician of the caller and the caller's health plan the at least one of reports and notices to assist performing health care services by the one of the physician or the caller's health plan;

(i) performing at least one follow up action, by the computer system, using the member profile information including at least one of the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history in combination with the messages including the appropriate prescription drug use, the suggested forms of treatment based on the caller's symptoms, the prescription refill reminders, and the prescription renewal reminders; and

(j) performing at least one new action, by the computer system, using the member profile information including the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history when at least one of the clinical information, the pharmaceutical information and the health benefit information are updated.

2

22. (Previously Presented)  A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of ensuring that client-specified standards of performance are being met, including auditing of procedures and processes, random monitoring of a select number of calls, and a comparison of call reports with an overall set of performance standards.

23. (Previously Presented)  A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of requesting by the one or more operators, using the computer system, written documents for the caller including self-care texts, brochures, newsletters, promotional materials, and other written materials which may be automatically ordered from the computer system for current and future delivery to the caller, the caller's health care plan, a physician, and optionally a pharmacist.

24. (Previously Presented)  A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of requesting by the one or more operators, using the computer system, at least one of a new prescription, a prescription refill and a prescription renewal and arranging for direct delivery to or pick up by the caller.

25. (Previously Presented)  A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of determining by the one or more operators, using the computer system, while analyzing the communication from the caller, that the caller must visit a physician, requesting that the

2

computer system generate a referral in accordance with the health benefit plan rules, and

accessing a database of participating providers and rules associated with referring members to

specific physicians, based on the health related issue described by the caller.


26. (Previously Presented)   A computer-implemented and user assisted method of

providing integrated decision support according to claim 21, further comprising the steps of

generating a report including the caller's communication, any prescriptions ordered, refilled, or

renewed, treatments or action items suggested, and referrals provided to the caller using the

computer system, and notifying the health care plan associated with the caller and a health care

provider associated with the caller for updating and follow up action or treatment.


27. (Previously Presented)   A computer-implemented and user assisted method of

providing integrated decision support according to claim 21, further comprising the steps of

updating by the one or more operators, using the computer system, while analyzing the

communication from the caller, the member profile based on the communication and information

given by the caller, and updating by the one or more operators the caller's self-reported health

information that includes data on the allergies, existing health conditions, demographics that

contribute to risk stratification, and other data applicable to helping the member with health care

information needs.


28. (Previously Presented)   A computer-implemented and user assisted method of

providing integrated decision support according to claim 21, further comprising the steps of

ensuring that client-specified standards of performance are being met, including auditing of

2

procedures and processes, random monitoring of a select number of calls, and a comparison of .call reports with an overall set of performance standards.

29.  (Previously Presented)   A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of requesting by the one or more operators using the computer system, written documents for the caller including self-care texts, brochures, newsletters, promotional materials, and other written materials which may be automatically ordered from the computer system for current and future delivery to the caller, the caller's health care plan, a physician, and optionally a pharmacist.

30.  (Previously Presented)   A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of requesting by the one or more operators, using the computer system, at least one of a new prescription, a prescription refill and a prescription renewal and arranging for direct delivery to or pick up by the caller.

31.  (Previously Presented)   A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of determining by the one or more operators, using the computer system, while analyzing the communication from the caller, that the caller must visit a physician, requesting that the computer system generate a referral in accordance with the health benefit plan rules, and accessing a database of participating providers and rules associated with referring members to specific physicians, based on the health related issue described by the caller.

2

32. (Previously Presented)  A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of generating a report including the caller's communication, any prescriptions ordered, refilled, or renewed, treatments or action items suggested, and referrals provided to the caller using the computer system, and notifying the health care plan associated with the caller and a health care provider associated with the caller for updating and follow up action or treatment.

33. (Previously Presented)  A computer-implemented and user assisted method of providing integrated decision support according to claim 21, further comprising the steps of updating by the one or more operators, using the computer system, while analyzing the communication from the caller, the member profile based on the communication and information given by the caller, and updating by the one or more operators the caller's self-reported health information that includes data on the allergies, existing health conditions, demographics that contribute to risk stratification, and other data applicable to helping the member with health care information needs.

34. (Previously Presented)  A computer-assisted method of providing clinical, pharmaceutical, and health benefit information and advice according to claim 21, further comprising the step of updating a member record in the member information database to include the one or more of clinical advice, pharmaceutical advice, and health benefit advice provided to the caller.

2

35. (Previously Presented)  A computer-assisted method of providing clinical, pharmaceutical, and health benefit information and advice according to claim 21, further comprising the step of notifying a health care provider of the one or more of clinical advice, pharmaceutical advice, and health benefit advice.

36. (Previously Presented)  A computer system of providing integrated decision support to gather, maintain and update medical, pharmaceutical, demographic, psychographic, and health benefit information of members and to maintain and provide medical, pharmaceutical, and customer service information and advice using a computer system, a caller, and one or more operators, comprising:

(a) means for receiving by the one or more operators a communication from the caller, the one or more operators receiving information in the communication from the caller explaining the reason for the communication including a health related issue associated with at least one pharmaceutical that the caller is currently using;

(b) means for providing, by the computer system, the one or more operators with member profile information associated with the caller including health benefit plan information, prescription drug history, self-reported health information, and recent history, including, when present, a list of allergies, prescriptions, and pre-existing health conditions associated with the caller;

(c) means for providing, by the computer system, the one or more operators access to at least one database storing clinical information including clinical guidelines, clinical rules,

2

clinical algorithms, clinical operating protocols, and clinical procedures to assist the one or more operators in identifying recommended forms of treatment, medications, and courses of action for the caller responsive to the communication;

(d) means for providing, prior to diagnosis by a physician with respect to the communication from the caller and the health related issue relating thereto, by the computer system, the one or more operators with pharmaceutical information including prescription drug side effects and complications that may be associated with particular drugs or combinations of drugs that the caller is currently using or which the one or more over-the-counter medications operators intend to recommend, and health benefit information including insurance company rules, member information, and benefit plan resources associated with the pharmaceutical information;

(e) means for providing, prior to the diagnosis by the physician, by the computer system, the member profile information including the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history, with the pharmaceutical information, the clinical rules, the clinical guidelines, and the clinical algorithms to assist the one or more operators in providing advice for the communication;

(f) means for generating, prior to the diagnosis by the physician, by the computer system, responsive to said providing steps (b), (c), (d) and (e) at least one of alerts and messages that are designed for the communication by caller, the messages including at least one of appropriate prescription drug use, medications the caller should avoid or use in moderation or

2

speak to a physician before using, suggested forms of treatment based on the caller's symptoms, prescription refill reminders, and prescription renewal reminders;

(g) means for generating, by the computer system, at least one of reports with respect to the health related issue and notices including information collected during the communication with the caller, combined with specific pharmacy information, for delivery to at least one of the physician of the caller, and the caller's health plan with respect to the health related issue;

(h) means for receiving by the at least one of the physician of the caller and the caller's health plan the at least one of reports and notices to assist performing health care services by the one of the physician or the caller's health plan;

(i) means for performing at least one follow up action, by the computer system, using the member profile information including at least one of the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history in combination with the messages including the appropriate prescription drug use, the suggested forms of treatment based on the caller's symptoms, the prescription refill reminders, and the prescription renewal reminders; and

(j) means for performing at least one new action, by the computer system, using the member profile information including the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history when at least one of the clinical information, the pharmaceutical information and the health benefit information are updated.

37. (Previously Presented)  A computer-implemented and user assisted method of
providing integrated decision support to gather, maintain and update medical, pharmaceutical,
demographic, psychographic, and health benefit information of members and to maintain and
provide medical, pharmaceutical, and customer service information and advice using a computer
system, an individual initiating a communication, and one or more operators, said method
comprising the steps of:

(a) receiving by the one or more operators a communication from the individual initiating
the communication, the one or more operators receiving information in the communication
from the individual explaining the reason for the communication including a health related
issue associated with at least one pharmaceutical that the individual is currently using;

(b) providing, by the computer system, the one or more operators with member profile
information associated with the individual including health benefit plan information,
prescription drug history, self-reported health information, and recent contact history,
including, when present, a list of allergies, prescriptions, and pre-existing health conditions
associated with the individual;

(c) providing, by the computer system, the one or more operators access to at least one
database storing clinical information including at least one of clinical guidelines, clinical
rules, and clinical procedures to assist the one or more operators in identifying recommended
forms of treatment, medications, and courses of action for the individual responsive to the
communication;

2

(d) providing, prior to diagnosis by a physician with respect to the communication from the individual and the health related issue relating thereto, by the computer system, the one or more operators with pharmaceutical information including, when present, prescription drug side effects and complications that may be associated with particular drugs or combinations of drugs that the individual is currently using or which the one or more over-the-counter medications operators intend to recommend, and health benefit information including insurance company rules, member information, and benefit plan resources associated with the pharmaceutical information;

(e) generating, prior to the diagnosis by the physician, by the computer system, responsive to said providing steps (b), (c) and (d) at least one of alerts and messages that are designed for the communication by individual, the messages including at least one of appropriate prescription drug use, medications the individual should avoid or use in moderation or speak to a physician before using, suggested forms of treatment based on the individual's symptoms, prescription refill reminders, and prescription renewal reminders;

(f) generating, by the computer system, at least one of reports with respect to the health related issue and notices including information collected during the communication with the individual, combined with specific pharmacy information, for delivery to at least one of the physician of the individual, and the individual's health plan with respect to the health related issue;

(g) receiving by the at least one of the physician of the individual and the individual's health plan the at least one of reports and notices to assist performing health care services by the one of the physician or the individual's health plan; and

2

(h) performing at least one of a follow up action and a new action, by the computer system, using the member profile information including at least one of the health benefit plan information, the prescription drug history, the self-reported health information, and the recent contact history in combination with the messages including the appropriate prescription drug use, the suggested forms of treatment based on the individual's symptoms, the prescription refill reminders, and the prescription renewal reminders.

38. (Previously Presented) A computer-implemented and user assisted method of providing integrated decision support to gather, maintain and update medical, pharmaceutical, demographic, psychographic, and health benefit information of members and to maintain and provide medical, pharmaceutical, and customer service information and advice using a computer system, a caller, and one or more operators, said method comprising the steps of:

(a) incorporating prescription and allergy information when present, with a caller's health history;

(b) generating at least one of reports with respect to the health related issue and notices including information collected during a communication with the caller, combined with specific pharmacy information;

(c) delivering at least one of the reports and the notices to the physician of the caller, and the caller's health plan with respect to the health related issue; and

(d) generating prescription refill and prescription renewal reminders to be communicated to the individual using the integrated medical decision support method.

2